

Volunteer Program Impact Report

Fiscal Year '25 (Oct 2024 - Sept 2025)

PROGRAM STATISTICS

386
Total
Volunteers

107
New Individual
volunteers

21
Corporate/
Community
groups

66
Bags of
Litter
Collected

Bags of
Litter
Collected

2687
Total Volunteer Hours

VOLUNTEER HOURS OVER TIME

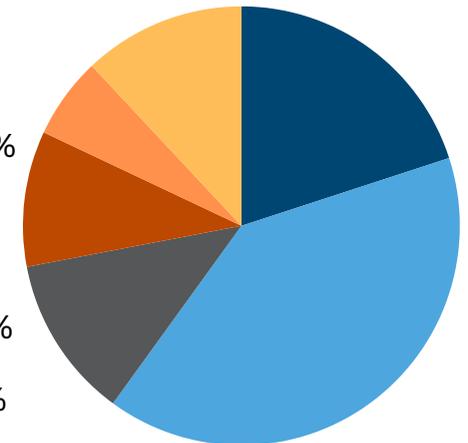
	FY '24	FY '25	% increase
Number of Volunteers	283	386	36%
Volunteer Hours	2040	2687	41%
Corporate/Community Groups	14	21	50%

DEPARTMENTS SERVED

- Airport
- Animal Services
- Dev. Services
- Emergency Management
- Finance
- Fire
- Marketing & Tourism
- Metrocrest Services (partner with)
- Parks and Recreation
- Police - CJIS Certified
- Special Events
- Theater
- Town Hall departments

BREAKDOWN BY AREA

- Office - 20%
- Special Events - 40%
- Parks and Recreation - 12%
- Park Clean-Ups - 10%
- Animal Services - 6%
- Other - 12%



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EXPANDING IMPACT

Volunteers extended their contributions, supporting new initiatives that addressed emerging community needs.

Special Events

Volunteers contributed to four major Town events, filling a total of 285 volunteer slots. Through extensive marketing, we onboarded over 70 new volunteers, achieving a conversion rate double the industry standard. Volunteers came from across the region including Houston, Celina, Mesquite, and even Ohio, demonstrating the broad reach of our events!

Senior Tech Hour

Tech-savvy volunteers offered support at the Athletic Club to help older adults navigate digital tools.

Metrocrest Food Pantry Support

Volunteers collected thousands of plastic bags from the Athletic Club and delivered them to Metrocrest Services in Carrollton. This initiative provides essential resources to support the food pantry.

Parks Programs

With expanded offerings from Parks and Recreation, we increased volunteer involvement, supporting a wider variety of programs and helping residents enjoy recreational opportunities.

STRATEGIC PLAN KEY FOCUS AREAS

Volunteer engagement remained closely aligned with our strategic plan, strengthening community partnerships, expanding program capacity and supporting initiatives across departments.

Develop youth programs to engage students

We launched a youth service project to give students hands-on experience with community volunteering. In November, 11 local teenagers participated in planting and mulching at Les Lacs Park and had the opportunity to meet the mayor, fostering connection to their community.

Expand volunteer opportunities through the Town and coordination with our partners

Volunteer Services collaborated with Metrocrest Services, Dallas Library, Metrocrest Chamber and other partners to broaden volunteer engagement. Volunteers supported 13 Town departments and expanded into new areas, including Animal Services, Emergency Management, and Police (CJIS-certified). These efforts strengthen cross department collaboration and help bring new initiatives to life.

Host two Town-initiated clean-up events

We hosted two townwide cleanups in the spring and fall, covering four parks. A total of 121 participants collected over 40 bags of garbage. City Council members and the Mayor attended, providing volunteers the opportunity to connect with local leaders while improving public spaces.